

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: James E. Bessler, et al.	§	
	§	Group Art Unit: 3623
Serial No.: 10/806,909	§	
	§	Examiner: McPhillip, Adrian J.
Filed: March 23, 2004	§	
	§	Confirmation No.: 2481
For: Business Activity Monitoring Tool	§	

Commissioner for Patents  
PO Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

Applicants acknowledge receipt of the Office Action dated February 16, 2011, and respectfully request consideration of the following amendments to the above-identified application. The changes made are shown by underlining the added text and striking through the deleted text.

**Claims** are reflected in the listing of claims which begins on page 2 of this paper.

**Remarks/Arguments** begin on page 15 of this paper.